



INFINITI®

## CAMPAIGN BULLETIN Audio Amplifier

Reference: PC870

Date: March 1, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022 QX60 (L51)	NA	18	March 1, 2022	No

#### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

INFINITI is conducting a quality action on **18** specific 2022 QX60 (L51) vehicles to inspect the Audio Amplifier and, if necessary, reprogram or replace the audio amplifier. Due to an internal software concern, the audio amplifier may stop producing sound.

Affected vehicles are not subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

#### PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. PC870
  - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA applicability.
2. Use the attached procedure to remedy any vehicles affected by this quality action.
3. The service department should submit the applicable warranty claim for the action performed so the campaign can be closed on Service Comm.

#### \*\*\*\*\* Retailer Responsibility \*\*\*\*\*

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**

## SERVICE PROCEDURE:

1. Turn the ignition on by depressing the ignition button one time.
2. Turn the radio on and set to AM/FM.
3. Verify audio is present and audio volume operates normally using the volume knob.
  - **If audio operates normally**, reprogram the audio amplifier, Continue to Step 4
  - **If audio is NOT present** (no sound), Replace the audio amplifier using the ESM repair instructions - *DRIVER INFORMATION & MULTIMEDIA - AUDIO, VISUAL & NAVIGATION SYSTEM - INFINITI INTOUCH - REMOVAL AND INSTALLATION - AUDIO SPEAKER AMP – Removal and Installation*

### NOTICE

Configuration of replacement audio amplifiers should **NOT** be performed.

## AUDIO AMPLIFIER REPROGRAMMING:

4. Connect a battery maintainer or smart charger to the 12V battery.

### NOTICE

If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the Audio Amplifier may become damaged.

5. Prepare CONSULT 3+ (C3+) for reprogramming.
  - Connect the C3+ VI to the DLC
  - Turn the ignition on
  - Open the C3+ program
  - Turn the Hazard lamps on to prevent the ignition from turning off
  - Allow the VI to be recognized (Figure 1)

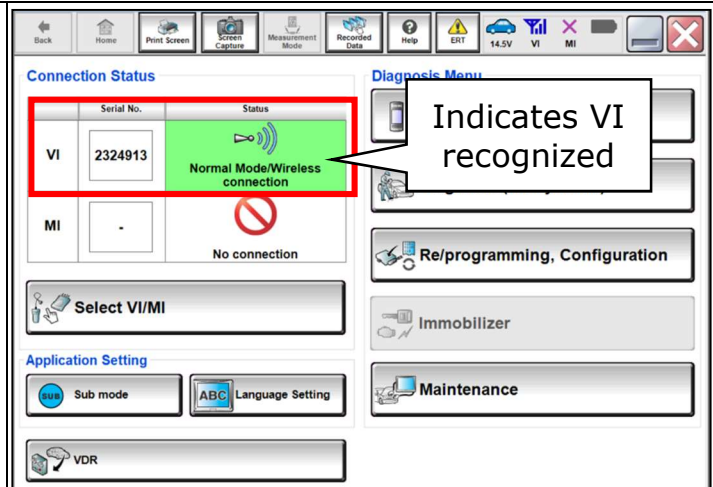


Figure 1

6. On the C3+ Home page, select **"Re/programming, Configuration"**. (Figure 2)

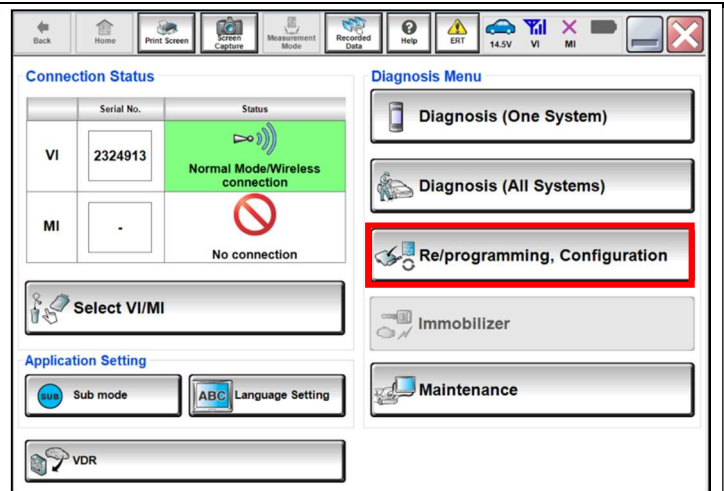


Figure 2

7. Review Precaution. (Figure 3)

- Check the **"Confirmed Instructions"** box
- Select **"Next"**

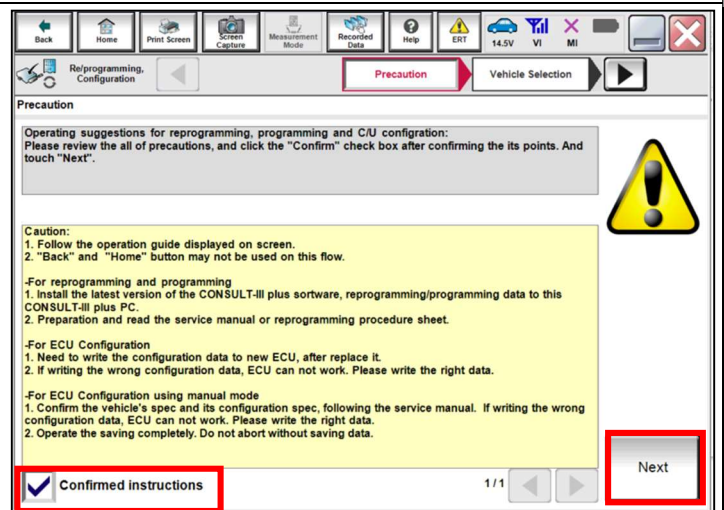


Figure 3

8. Perform Automatic VIN selection. (Figure 4)

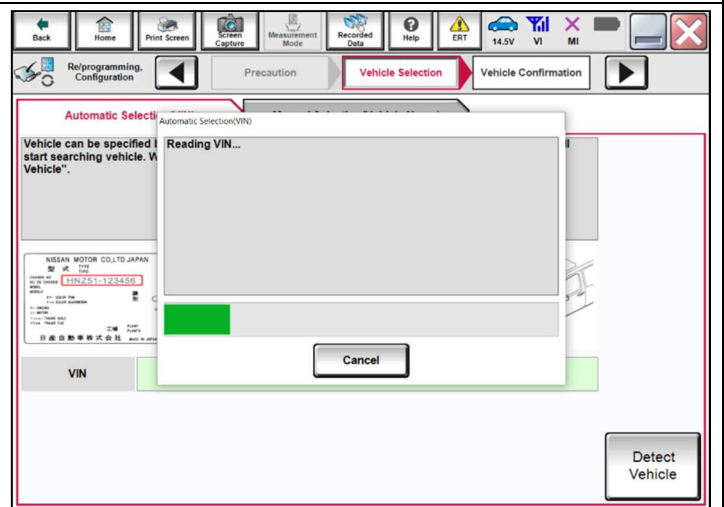


Figure 4

9. Confirm VIN, Model, and year are correct. (Figure 5)

- Select **"Confirm"**

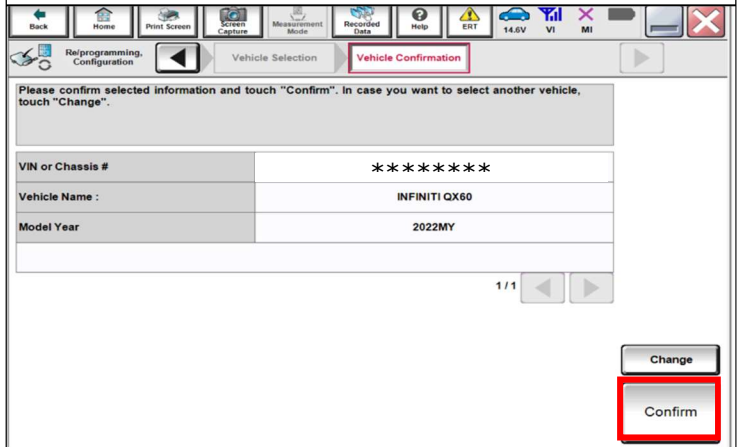


Figure 5

10. Confirm VIN. (Figure 6)

- Select **"Confirm"**

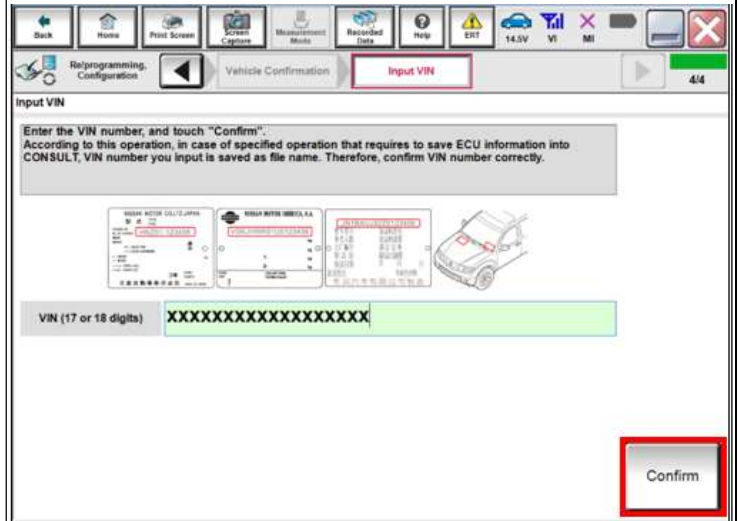


Figure 6

11. Locate and select **"Audio Amp."** from the available systems on Page 1. (Figure 7)

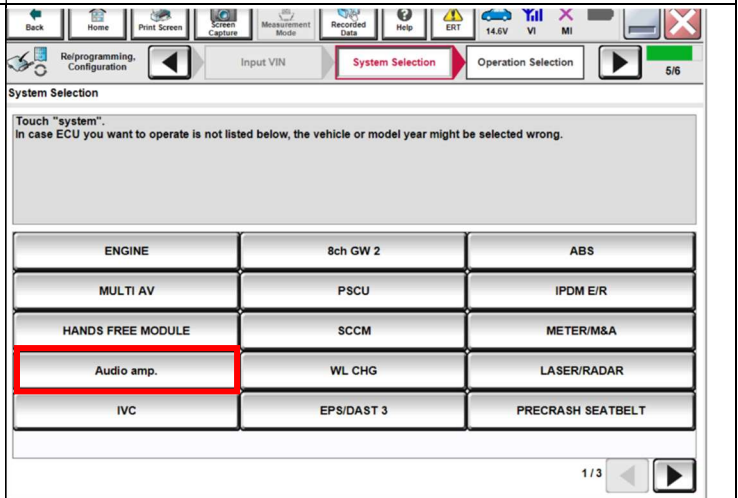


Figure 7

12. Select **“Reprogramming”**. (Figure 8)

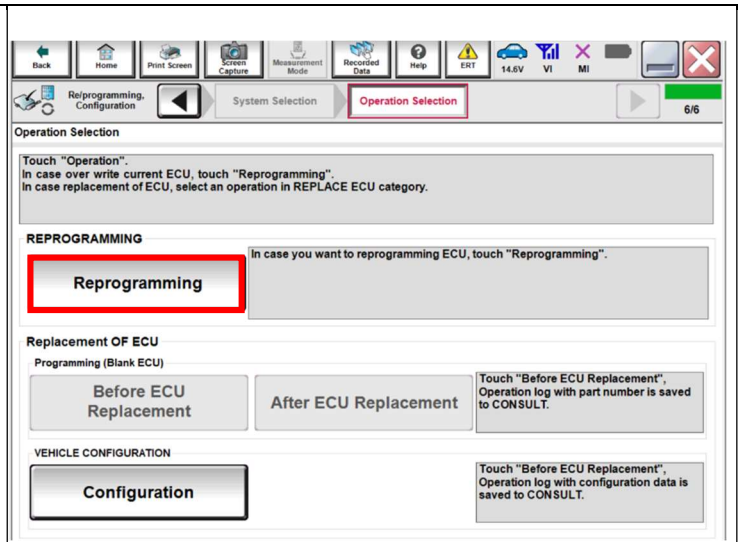


Figure 8

13. Select **“Save”**. (Figure 9)

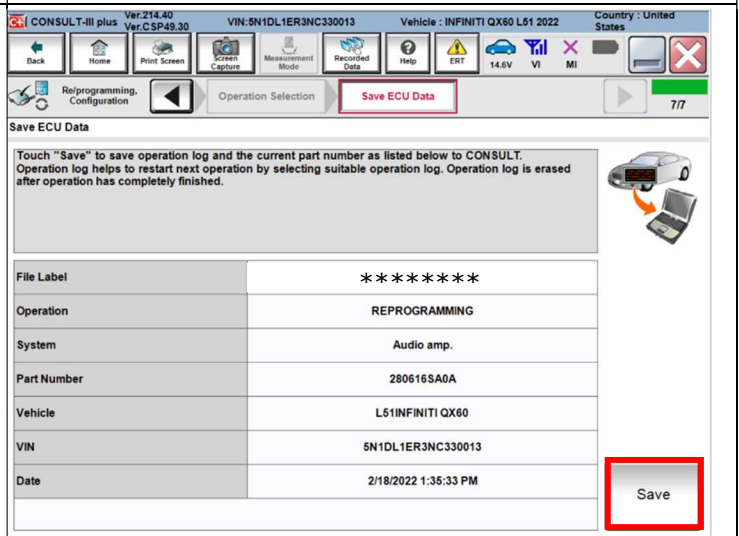


Figure 9

14. Verify Amplifier part number. (Figure 10).

- If the current part number is 28061-6SA0A, select **“Next”**
- If current part number is **NOT** 28061-6SA0A, reprogramming is NOT needed, Continue to Step 24

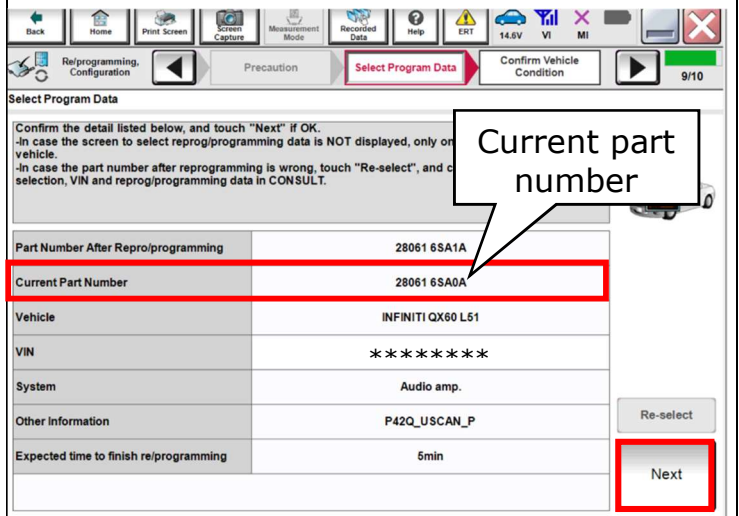


Figure 10

15. Review both pages of Precautions.  
(Figure 11)

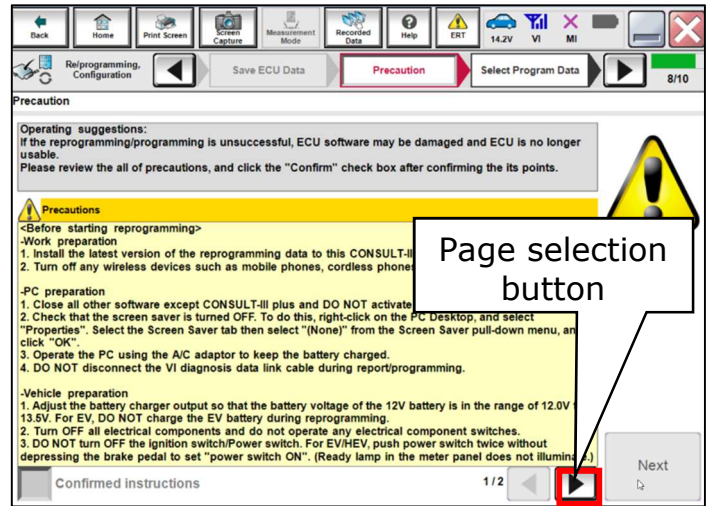


Figure 11

16. Check the "Confirmed Instructions" box.

- Select "Next" (Figure 12)

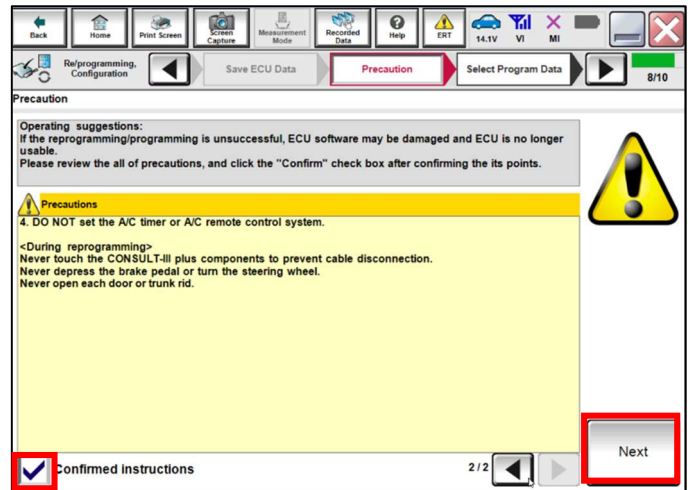


Figure 12

17. Confirm the battery charger condition is "OK". (Figure 13)

- Select "Next"

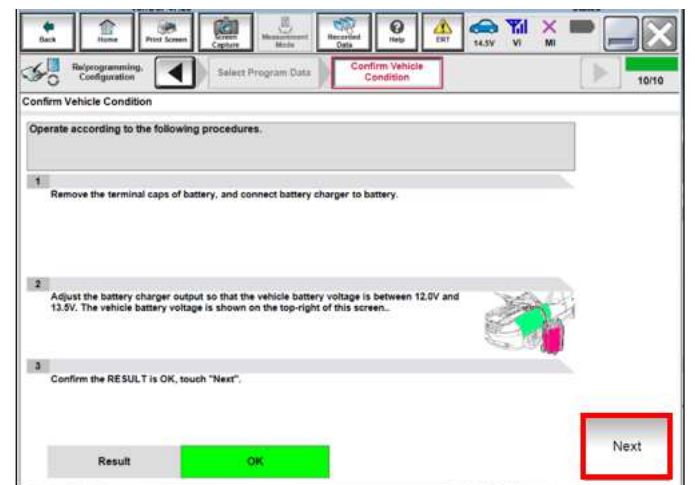


Figure 13

18. Confirm vehicle conditions are "OK".  
(Figure 14)

- Select "**Start**"

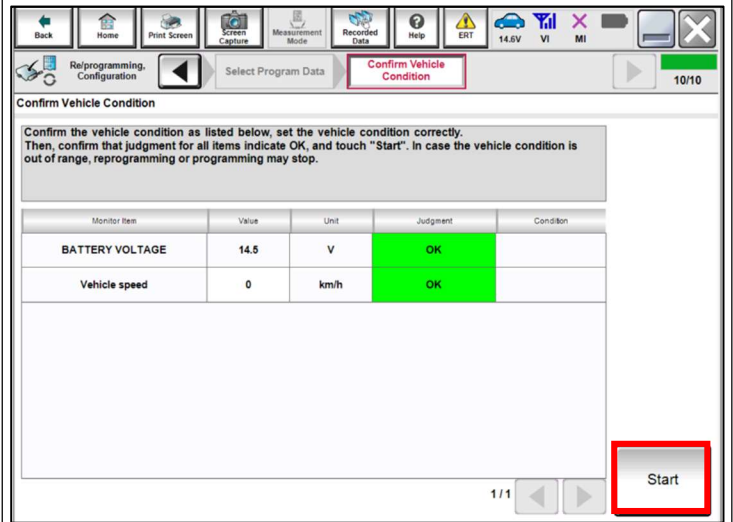


Figure 14

19. Enter login information. (Figure 15)

- Select "**Submit**"

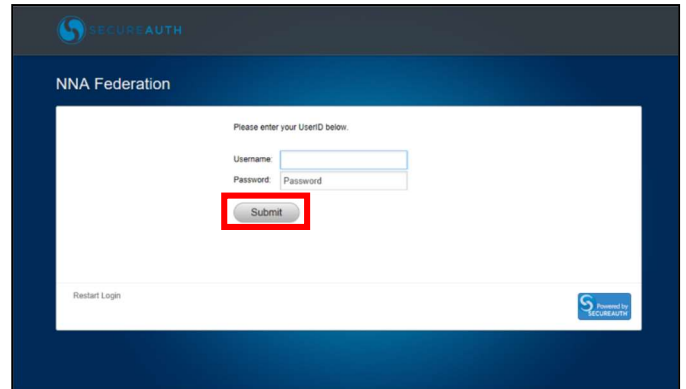


Figure 15

**Note:**

- Reprogramming will start after successfully logging in. (Figure 16)
- See your service manager if login information is needed

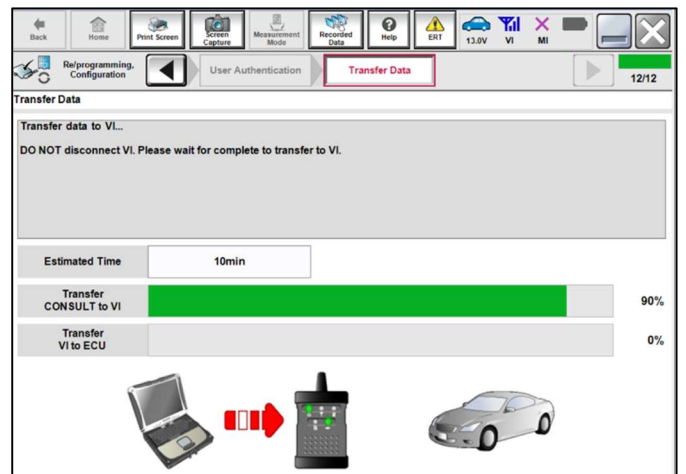


Figure 16

20. Select "Next". (Figure 17)

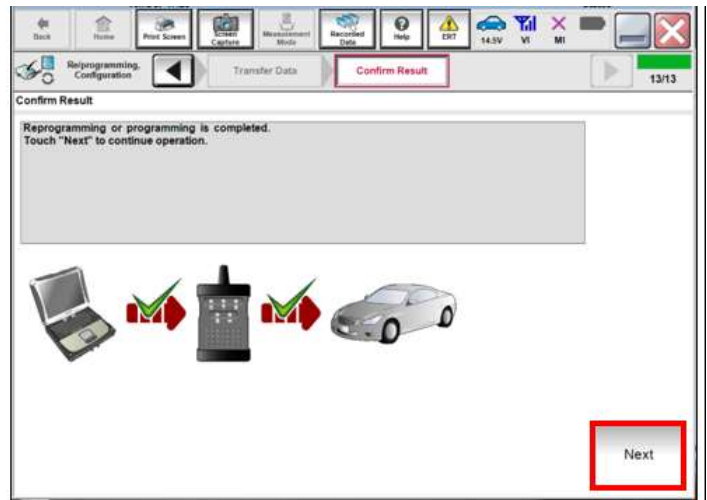


Figure 17

21. Cycle the ignition. (Figure 18)

- Turn the ignition OFF
- Turn the ignition ON
- DTC's will be erased

**Note:** If the ignition does not turn off when pressing the ignition button, press and hold the ignition button until the ignition powers off.

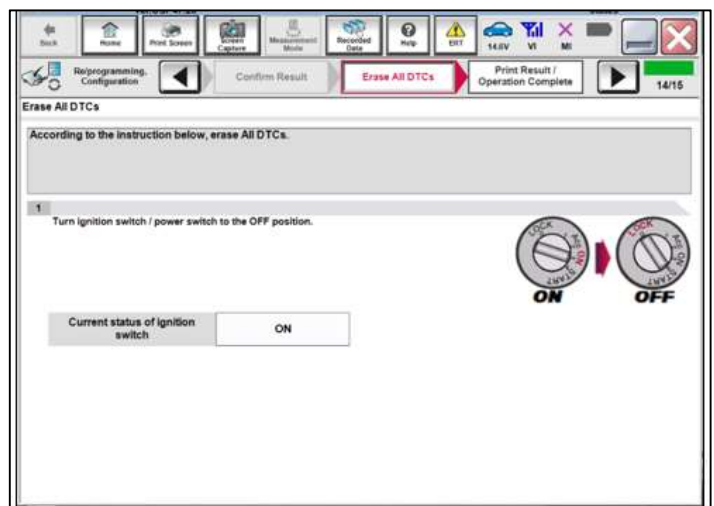


Figure 18

22. Reprogramming complete.

- Verify the Part number after reprogramming is 28061-6SA1A
- Print reprogramming results and attach to repair order
- Select Confirm to return to C3+ Homepage (Figure 19)

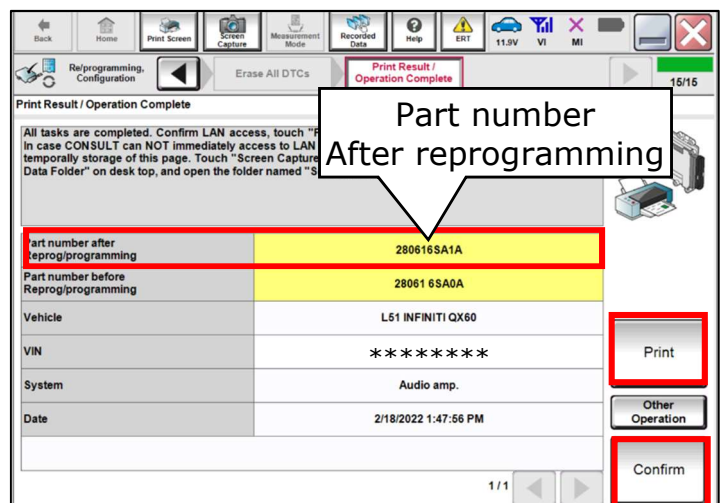


Figure 19

23. Turn the radio on and verify audio is present and audio volume operates normally using the volume knob.

24. Turn the ignition off

- Close the C3+ program
- Disconnect the VI from the vehicle
- Disconnect the battery maintainer or smart charger from the vehicle

## PARTS INFORMATION

Part Number	Description	Quantity
28061-6SA0A	AMP - PRE MAIN	(If needed)

## CLAIMS INFORMATION

Submit claim using the following claims coding:

Campaign ID:	Description:	Op Codes	Flat Rate Time
<b>PC870</b>	Reprogram Audio Amplifier	PC8700	0.4 hr
	Reprogram Not Needed	PC8701	0.2 hr
	Replace Audio Amplifier	PC8702	0.6 hr